

Special points of interest:

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- AFV BREAKFAST FEBRUARY 20TH 8:00 A.M. IN THE AUDITORIUM OF THE STATE OFFICE BUILDING.
- MORE THAN 600 PEOPLE HAVE RIDDEN THE LEGISLATIVE SHUTTLE SO FAR DURING THIS SESSION.
- CAPITOL SHUTTLE PICKUP LOCATION MOVES TO NORTH/WEST CORNER OF THE CAPITOL BUILDING.

DFO Now Offers e-Reservation Option For Customers

During January 2001, the Division of Fleet Operations (DFO) began offering an on-line alternative when making reservations for vehicles through one of its mini-motor pool locations. Motor Pool Coordinator, Gala Dumas, explained the process is user-friendly as well as convenient for the customer.

"All you have to do is fill in the blanks and push the submit button and the information is electronically forwarded directly to the reservations desk," she said. You are then guaranteed an e-mailed confirmation within four hours of the request being sent."

To make an on-line reservation, you will need to know your fleet operations/operator ID. An operator ID is an accounting code that also maintains information about the driver such as driver license number, agency of employment and vehicle preferences.

"If you don't know it, or if you have never had one made, you can call 538-3014 and Maria will be glad to look it up or create one for you," Dumas said.

The system allows the customer to choose which mini-motor pool they would prefer to use. However, if a vehicle is not available at the requested location, or there are any other problems with the request, customers will be contacted by phone to make the



Derrick Klaar and Maria Mulvey

necessary arrangements to complete the reservation.

"Not all of the locations have as many vehicles as the Capitol, so sometimes other arrangements will have to be made. But we can take care of that with a simple phone call," Dumas said.

To access the request form, go to the DFO web-site under the Services section and select the form option. Then "click-on" the "Reservations form", or simply bookmark the following URL: <http://fleet.state.ut.us/reservations.htm>

"This is all about customer service," Dumas said.

"I'm Ready For My Close-up Mr. Colby"



As this year's replacement vehicles begin to roll in, an extra quality control measure is being added to the information stored in the Division fleet tracking program.

"We have started taking digital photos of the vehicles. The photos will be maintained in our FleetAnywhere [CARS] database," said Jim Colby, DFO Fleet Manager.

Colby explained that an extra step taken now would save several steps when the vehicle is replaced. In the past when a vehicle was up for replacement, a list of vehicle descriptions would be sent to the leasing agency for verification.

(continued pg. 4)

Hello...So Long...Farewell



DFO would like to give a warm welcome to the new Accounting Tech II for the Fuel Program, Deanna Nielson. Nielson has come to the Division from Division of Facilities, Construction and Maintenance (DFCM), where she was an Accounting Tech II for more than a year.

Prior to DFCM, Nielson was employed as an office manager for a restaurant supply company and studying sales and marketing at Cuesta College in San Luis Obispo, California. She received her

Associates Degree before moving to Utah with her husband in 1996.

"We like to say we moved here for the skiing, but we have only been skiing twice in five years," Neilson said. "Really, we moved because of my husband's work."

She began working with the Fuel Program in early January and claims that "it's a whole new world" in comparison to her duties at DFCM.

We would like to wish her well with her new adventures in Fuel and to say we are glad you're here. .



In August of 2000, DFO welcomed Tina Keel, a temporary employee hired to run back-up shuttle. In the five months since, she has become an intricate part of the Capitol Hill Motor Pool. She has run the reservations desk with skill and efficiency, kept vehicle maintenance current along with driving shuttle in the morning and afternoon.

Her hard work and dedication to her job will be missed by the Division and greatly appreciated by DFCM. Keel has accepted a full-time position as Accounting Tech I with DFCM.

"I'm going to miss it here, it was nice knowing everyone," Keel said. "But I am going just across the hall, so I will get to see everyone."

We wish Keel good fortune with her new and permanent position, and wish to remind her that we are just across the hall and we do expect her to visit at least once a day.

The Division of Fleet Operations bids a sad and reluctant farewell to Regina Dietrick and baby Dylan.



Dietrick started with the Division, as a temporary Office Tech, in August of 1998. She was brought on as a permanent full-time employee by December of the same year. In the two and a half years with the State, she has worked in many different aspects of DFO includ-

ing accidents, reservations desk, South Valley shuttle supervisor, manufacture recalls and most amazingly, she was an instrumental part in the GasCard PIN reassignment a couple years ago.

However, the most important thing Dietrick has done since joining the Fleet team was to give birth to baby Dylan, who was soon loved by everyone in the office. It was fun to hear a daily report of his adventures and accomplishments.

It is because of baby Dylan that Dietrick has accepted a position as Accountant Tech II with the Department of Corrections. Her new office is closer to home, giving her less time on the road and more time to spend with Dylan. (And a bit of a pay increase didn't hurt either.)

Friday, January 19 was Dietrick's last day with DFO and she cried as she left the office.

"I feel like I'm leaving my family," she said.

She promises to keep in touch and to bring Baby Dylan around often. DFO wishes Dietrick great fortune in her new journey, and would like to say we already miss your smiling face and quick wit.

"I feel like I'm leaving my family,"

-Regina Dietrick

Personnel Note

Just five short days after filling out a contest entry form on the FM-100 Web site, Kathryn Anderson of the Division Fuel Network, won a trip to Mazatlan Mexico. The prize package included airfare for two and three nights lodging at the posh beach side resort of Costa De Oro.

It was right on the beach and had a big pool, it was a tropical paradise kind'a thing...little gardens all over the grounds," she said.

Anderson and her long-time friend Janet, spent their time shopping at the flea markets around the resort, touring the old buildings in the city like the cathedral and the theater/opera house, dancing the night away with the handsome waiters at Senor Frogs and taking in the local culture at a Fiesta.



"We watched as they performed the Mexican dances, all the pretty women in the skirts and the guys with their lassoes," she said. "

We were going to go to the Bull Fights, but it was cancelled because of the Super Bowl. So... we didn't get to go to the Bull Fight."

The two friends spent one day at the open-air market, which turned out to be a real

eye-opening experience.

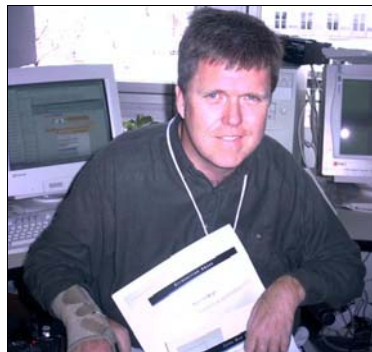
"We were really grossed out, there was this guy cutting meat, with his shirt off just wearing this little apron, cutting the meat and then he would reach back [with his cleaver] and scratch his back and then start cutting the meat again," she said laughing. "And I thought 'I won't eat anymore beef here'. And I saw chickens with no heads that still had their little feet on and I'm like, 'KAY... I'm glad we live here where we have health codes'."

Since the Bull Fight was canceled, Anderson spent her last night in paradise, enjoying the sunset on the beach while her friend had her hair braided.

"I'm like, 'I've got to see the sunset before we go home', because we were always doing something else at that time of night," she said.

Incentive Awards

To nominate someone simply visit the DFO web site and submit a nomination form.



Rich Hullinger

Although DFO staff members have been busy recognizing their peers for all of their hard work and good attitudes, this month we recognize an employee nominated by the staff of another Agency.

Rich Hullinger, from our IT group, was nominated by the Utah Department of Transportation (UDOT) for creating a Cost and Exceptions Tracking Report that could integrate with DFO's fleet tracking program FleetAnywhere. The nominating person claimed that Hullinger was willing to make additions and changes to the report several times after the project was completed to ensure the program fit the needs of UDOT personnel. He received a Committee Award for exceptional performance at work. Thanks for making DFO look so good!

Paul Ferguson, Peter Musser and Alison Taylor received Extra Mile Awards for going beyond what was expected of them to finish projects that were important to the success of DFO as well as the missions of several other agencies.

Recognition Awards or a "pat on the back" were given to several staff members this month. They include Todd King from the Fuel Program, Andy Wright from the Ogden Regional Motor Pool, Rich Hullinger from the IT Program, Kelly Kay from the Accounting Program and Kathryn Anderson, who is also from the Fuel Program.

Incentive "Committee Awards" are monetary awards given for innovative ideas or cost savings ideas for the Division. Extra Mile Awards are also monetary awards given in lesser amounts than the Committee Award. Staff members nominated for "Going the Extra Mile" when performing work related tasks receive this type of award. The "Recognition Award" is given for creating a good work environment, completing tasks prior to due date and other similar acts. Although this is not an immediate monetary award, if an employee receives seven Recognition Awards, they are entitled to an Administrative Leave Day or \$100.00.

Fuel Success...

Compressed Natural Gas Vehicle, Safety & Fueling Seminars Have Begun

The Utah Office of Energy and the Division of Fleet Operations are now offering a Compressed Natural Gas (CNG) vehicle fueling training seminar. The seminar, called "Choosing the Alternative Route", was developed to encourage the use of Alternative Fuel Vehicles (AFV) by State employees.

Lisa Yoder, Utah Office of Energy, Alternative Fuels & Transportation Manager said, "We are offering the CNG training because the State fleet has several bi-fuel CNG vehicles and we are finding that most of the State employees are not putting CNG in the vehicles, they're running strictly on [unleaded] gasoline, which defeats the whole purpose of the [federal] mandates [requiring the State] to buy clean fuel vehicles."

The seminar, which runs approximately one hour, is geared toward easing the concerns being voiced by employees driving the bi-fuel vehicles. Topics covered include: CNG safety, hands-on fueling, where to fuel and why the federal mandates were enacted. The information is given in a clear, precise and entertaining way. This information is given so that employees that attend the class won't lose site of the importance of using alternative fuels.

"We just try to minimize dis-

comfort as well as educate," Yoder said.

The first seminar was given January 24, 2001 at the Salt Lake International Airport Shuttle refueling site. People attending were shown a short movie on CNG safety, a slideshow presentation offering information on mandates as well as step-by-step instructions on how to fuel a CNG vehicle, followed by a question/answer period and finally taken outside to try fueling a vehicle.

Sam Lee, an Analyst for DFO, who attended the seminar said, "The presentation was well done, professional and they had plenty of refreshments there. It was a fun event to attend, everyone just seemed to really enjoy the training."

He went on to explain that he had never been given the opportunity to learn how to fuel a CNG vehicle and

thought since the class was being offered, he would take the time to learn.

"I just knew how to [fuel with] gasoline, because that's what I have always done, but the next time I am driving a CNG, I will refuel with natural gas," Lee said.

The State Office of Energy and DFO plan to schedule an open seminar each month and will provide additional training

when requested by an agency. The goal of the training is not only to increase the use of AFV's at work, but also to encourage their use in your personal life. Information is also given on other types of AFV's available for purchase by anyone in the market for a new car.

"I think it's important that all individuals consider, as a society, what we are doing to our environment and if we each are a little more ware of what we're doing, then, as a collective, we will have an impact. Then we can all breathe clean air and have nice views," Yoder said.

To sign up for the next scheduled seminar or to schedule one for your office please DFO website .The sign-up form be found on the services page under forms.



(Colby continued from pg.1)

However, due to many different options that can fall under a basic vehicle description, it was decided that a picture is worth a thousand words when it comes to replacing a existing vehicle with a like vehicle.

"This ensures that when a vehicle is due for replacement, we know exactly what type of vehicle the customer has, what additional equipment is required and that [information] really speeds up the process," he said.

Along with cataloging new vehicles, vehicles that are already in service will be photographed during "site visits" due to begin during the coming months. Colby and his staff will be doing the visits to implement "face to face" customer contact, meant to increase the staff's knowledge of the customer's needs.

"I want to go into the field with some of our employees, so they can see what the customers needs are, understand why they are requesting, what they are requesting and that will help us to provide better support to our fleet customers," he said. "Our goal this year, and every year, is to provide better customer service and to establish personal relations with our clients."

DFO is also planning to use this digital picture technology to catalog photos of all State vehicle's involved in accidents.